QA Audit W23

📆 **date of audit:** 2.06.2025

QA reviewed by: Ulf Borg

☎️ **date of interaction:** 30.05.2025 Conversation URL

query / topic:

Issue: The customer contacted Klarna regarding a refund for an item that was never received and had been removed from their order.

Outcome: The agent explained that the merchant needs to process the cancellation in their system, and they will wait for the merchant to take action before escalating the issue. The customer was reassured that the invoice is paused while the matter is being resolved.

Positive notes:

Very good to re-open the dispute with the correct dispute reason. Plus for double checking that the customer had the correct email address so she can receive updates from us.

1) **Compliance:**

Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ❗ The agent did not actively listen and therefore failed to demonstrate a full understanding and root cause and potential resolution of the customer’s issue.

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? - ✅

🛠️Improvement Opportunities:

Listening:

The customer said that she already had contacted the merchant and that they told her the item was not in store at the moment. That was the reason for contact. When a customer already is quite frustrated it is extra important to listen so we don't have to ask questions that already has been answered.

✅/❗ ***Audit passed or failed:***

Not Passed